

Question 1

- i. The role of the HR practitioner can either be proactive or reactive or a mixture of both. Discuss their basic roles. (16 marks)
- ii. Define Human Resource Policy and state its importance in HRM (4 marks)
- iii. Differentiate between a policy and a procedure (2 marks)
- iv. Explain the term Overall Policy and give a list of what it entails. (8 marks)

Question 2

- a) Human Resource Planning is a process of forecasting a firm's future demand for and supply of the right type of people in the right number. Explain the factors affecting manpower planning. (14 marks)
- b) Citing examples, list the interview rating aspects of personality. (6 marks)

Question 3

- a) Distinguish between Job Specification and Job Description. (4 marks)
- b) Briefly state the significance of Job Description in Personnel Management. (6 marks)
- c) Discuss the contents of a Job Specification. (10 marks)

Question 4

- i. Highlight the factors to consider in determining and adjusting of wages and salary. (12 marks)
- ii. Discuss the following terminologies as used in compensation;
 - a. Pay
 - b. Incentives
 - c. Benefits
 - d. Wages and salaries (8 marks)

Question 5

- i. Briefly explain the following Performance Appraisal methods;
 - a. Critical incident method and its advantages
 - b. Alteration ranking method
 - c. Paired comparison method
- ii. Performance Appraisal Problems;
 - a. Personal Bias
 - b. Halo effect
 - c. Central tendency
 - d. Constraint Error
 - e. Regency effect
 - f. Negative approach (20 marks)

